



GROUP RESERVATIONS

TERMS AND CONDITIONS

Dear Sir/ Madam,

Thank you very much for choosing the Caledonia Hotel to host your groups travel plans. We look forward to welcoming your guests to the hotel and wish them a very enjoyable stay with us.

In the meantime we politely ask that you familiarise yourself with our Group Reservations Terms and Conditions, which are attached for your reference. They may also be found on our website at www.caledoniahotel.co.uk under our Group Reservations section.

These Terms and Conditions are non-negotiable and failure to comply may result in the removal of the reservation from our booking system.

Should you have any questions regarding the attached, please do not hesitate to contact us.

Kind regards

Hotel Staff and Management

TERMS AND CONDITIONS

1. Group Cancellation:

Cancellation of the whole booking, to avoid incurring charges, written notification of cancellation must be received no later than 28 days prior to arrival.

2. Provisional numbers:

Are required 28 days prior to arrival. Special agreement can be made with the hotel to hold an agreed number of additional rooms until the final numbers are received no later than 14 days prior to arrival. These additional rooms held will not be subject to cancellation charges if released no later than 14 days prior to arrival. Cancellation charges will, however, be payable in respect of all other rooms cancelled within 28 days of arrival.

3. Group Contract:

A group contract will be issued which must be signed and returned within 14 days of confirmation of the booking, the contract will reflect the group booking conditions

4. Final named rooming list

To be received no later than 14 days prior to arrival.

5. Credit:

It is at the discretion of the individual hotel if credit facilities are to be offered.

6. Non credit cleared clients

6.1 Will be required to pay a deposit of 10% to the hotel no later than 14 days of booking. This will be based on the full allocation of rooms held at that stage.

6.2 Balance of payment is due to the hotel based on final invoice no later than 4 weeks prior to arrival. The hotel reserve the right to cancel a reservation if payment is not received by the due date in which case cancellation charges as set out below will be payable.

6.3 Cancellation for non credit cleared clients: any deposit paid will be refunded in full if written notification of cancellation of the whole booking is received no later than 28 days prior to arrival.

7. Substantial changes and cancellation by client

7.1 A "substantial change" means a change of date, a change to duration of stay or a reduction in the number of rooms by 25% or more of the rooms originally booked.

7.2 Any substantial change to or cancellation of a booking must be notified verbally and then in writing. Notice of cancellation or substantial change will only be effective on the working day that it is received in writing. A working day is any day Monday to Friday other than bank and public holidays.

7.3 For all cancellations and substantial changes notified within 28 days of arrival, the hotel is entitled to charge a fee of 100% of the full cost of the first night's arrangements (including all meals based on the allocation held prior to cancellation) or, for non credit clients, retain the deposit paid if greater.

7.4 Where any change or cancellation changes the number of group members, the hotel will recalculate the cost of the arrangements and re-invoice you accordingly.

8. Substantial changes & cancellation by hotel:

8.1 Will be notified in writing in the event that this should occur.

8.2 The hotel will offer the client alternative accommodation of equivalent or superior standard within reasonable proximity of the original hotel. When a suitable alternative is offered, no compensation or other claim will be paid in addition.

8.3 The hotel has the right to cancel any booking without liability in event of clients' failure to make payment by the due date or the hotel becoming aware of a deterioration in the clients' financial situation or of any matter connected with the booking which may cause prejudice to the reputation of the hotel.

9. Clients responsibility

9.1 Any special requirements must be notified as soon as possible, including any special dietary requirements. They are not guaranteed unless specifically confirmed by the hotel in writing.

9.2 Unless otherwise advised, the hotel has no plans for refurbishment but this situation may change.

9.3 The hotel has disabled access but if you have any disability related requirements, please advise the hotel directly as soon as possible.

10. Free place:

1 free per every 20 full paying passengers (based on final operated numbers) on same meal basis as group, based on single occupancy and limited to 2 places per group for driver and/or tour leader use only

11. Rates:

11.1 Group rates apply to a minimum of 12 full paying passengers. If numbers fall below 12, unless previously agreed, hotel has right to amend prices accordingly.

11.2 Rates are net and are inclusive of service and VAT at the current rate.

11.3 Menus will be confirmed in writing prior to groups arrival at the hotel.

12. Children:

Maximum of 2 up to & including age of 12 stay free when sharing with 1 full paying adult on a room only basis, unless previously agreed. Any meals should be paid for as taken directly to the hotel.

13. Force Majeure:

Except where otherwise expressly stated in these conditions, the hotel will not have any liability where the performance or prompt performance of our respective contractual obligations is prevented or affected by or you otherwise suffer any damage or loss of any description as a result of "force majeure". In these conditions, "force majeure" means any event which the hotel could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside the hotel's control.

14. Hotel's Liability:

14.1 The hotel does not accept responsibility for loss of or damage to any items of value (including but not limited to cash, jewellery and electronic items such as laptops, cameras and phones) unless deposited with the reception desk for safe keeping.

14.2 The hotel is entitled to rely on the limitations of liability for lost or damaged property contained in the Hotel Proprietors' Act 1956, a copy of which will be displayed in reception. Where applicable, the hotel's maximum liability for lost or damaged property is limited to £50 per item and £100 per guest.

15. Check In/Out:

Check in to the hotel must be after 2.00pm on day of arrival and check-out before 11.00am on day of departure unless otherwise agreed by the Hotel.

16. Corkage:

No wines, spirits, food or beverage may be brought into the Hotel or grounds by you or on your behalf for consumption on the Hotel premises unless the prior consent of the Hotel has been obtained, for which a charge will be made.

17. Complaints:

17.1 In the event that you have any reason to complain, or suffer any kind of injury or illness whilst at the hotel you must immediately inform the hotel. Any verbal notification must be put in writing and given to the hotel as soon as possible. If you remain dissatisfied you must write to the hotel within 28 days of the end of the arrangements giving your booking reference and full details of your complaint, illness or injury. No liability can be accepted if you fail to notify the complaint or claim entirely in accordance with this clause (this provision does not apply to any personal injury claim arising from the hotel's negligence).

17.2 If you have any complaint concerning the service the hotel provides, you must inform us in writing within 7 days of the complaint arising. If you fail to do so, the hotel will have no liability.

18. Behaviour:

18.1 You accept responsibility for any damage or loss caused by any member of your group. Full payment for any such damage or loss must be paid direct at the time to the hotel.

18.2 The hotel is entitled to exclude or remove any guest who causes damage, danger or distress or otherwise behaves in an inappropriate manner.

19. Meal Stops:

19.1 Meal Stops are defined as: non accommodation bookings. Services supplied relate exclusively to dining only.

19.2 Update on numbers will be required 7 days prior to arrival. Final numbers must be advised 7 days prior to arrival.

19.3 Cancellation deadline, for the whole booking without incurring charges is set at 7 days prior to arrival.



GROUP RESERVATIONS CONTRACT

I can confirm I have read and understood the Terms and Conditions set out for my Group Reservation.

Date of Arrival		Date of Departure	
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Number of Rooms Booked

Single Rooms		Double Rooms		Twin Rooms	
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Name of Person Placing Booking	
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If Acting on Behalf of Company please provide Business Name	
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1st Line of Address	
2nd Line of Address	
County	
Post Code	
Contact Telephone Number	
Email Address	

I understand that failure to comply with these terms and conditions may result in the cancellation of my reservations. All payments made to City Hotels (Dunfermline) Ltd are non-refundable and non-transferable.

Signed		Date	
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